CLASS TITLE: ASSISTANT SPECIALIST IN DISABILITY

CHARACTERISTICS OF THE CLASS

Under immediate supervision, the class provides information and social services assistance to people with disabilities, and performs related duties as required.

ESSENTIAL DUTIES

- Interviews persons with disabilities to identify needed services and uses a personal computer to enter information required to complete client intake forms.
- Responds to inquiries and provides information to clients about available programs and services.
- Makes referrals to delegate agencies or social service organizations to ensure clients receive needed services.
- Acts as an advocate for clients, working on their behalf to secure needed services and benefits.
- Assists clients in completing applications for available services and benefits.
- Uses software applications in order to update and maintain records of clients served.
- Assists in conducting programmatic reviews of delegate agencies to assess the quality of services being provided and to ensure compliance with contract requirements.
- Prepares work activity reports.
- Attends community meetings and city sponsored events to distribute information about departmental programs and services, as required.
- Assists in maintaining and updating resource directories of organizations responsible for providing services to disabled persons, as required.
- Provides short term counseling to clients in need of assistance to maintain their independent living status, as required.

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Sociology, Psychology or a directly related field, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment.

EQUIPMENT

- Standard office equipment (e.g., telephone, photocopier, fax machine, calculator).
- Computers and peripheral equipment (e.g., personal computer, computer terminals, printer).
PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- applicable federal, state, local laws, regulations, and guidelines
- the particular needs, issues and concerns of the disabled
- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *COORDINATION WITH OTHERS – Adjust actions in relation to others’ actions
- *SERVICE ORIENTATION - Actively look for ways to help people

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

*May be required at entry.

City of Chicago
Department of Human Resources
April, 2015